

How The After-Hours Emergency Hotline Works



Drinking water staff are available around the clock to troubleshoot drinking water emergencies and help protect the health of your customers. Call it Murphy's Law or whatever - emergencies don't just happen during business hours.

Imagine...

- A midnight landslide damages your distribution system.
- You are notified on Friday evening before a three-day weekend that your repeat samples were *E. coli* positive.
- A nearby stream floods, leaving your wellhead underwater on the day after Thanksgiving.

Who can you call for technical advice? The division's new after-hours emergency hotline, with access to on-call drinking water experts who will guide you through problems like those described above.

This service is intended for water system operators, local health officials, laboratory operators and others who need immediate technical, engineering or public health advice from state drinking water experts during emergencies.

While citizen's concerns will be addressed if they call, this is not a public emergency hotline.

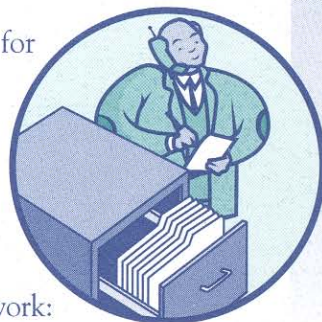


Individuals with concerns about their drinking water should call their water utility, their local health department or 911.

This hotline is intended for after-hours emergencies only, not for problems that arise during business hours, and not for routine business.

Here's how the system will work:

- After-hours calls will be evaluated to determine the nature of the emergency.
- Callers clearly seeking routine business will be asked to contact their regional office during business hours.
- The division staff person on call will be contacted to return calls dealing with emergencies.
- The staff person on call will return the call within 30 minutes.
- Callers using the emergency number during normal business hours will receive a recorded message directing them to the division regional office serving their area.



This new service was developed as one of several agency quality improvement efforts. Interviews and surveys with customers indicated a need for 24-hour emergency access to division staff.

**After-Hours Hotline for
Drinking Water Emergencies
toll free 1-877-481-4901**

**Call this number after-hours if a
drinking water emergency:**

- Threatens the health of your customers
or the integrity of your system
- Can't wait until the next business day

**Department of Health -
Division of Drinking Water**

Division Headquarters/Olympia (360) 236-3100
Toll-free 1-800-521-0323
 Northwest Regional Office/Kent (253) 395-6750
 Southwest Regional Office/Olympia (360) 664-0768
 Eastern Regional Office/Spokane (509) 456-3115
 After-Hours Emergency Hotline 1-877-481-4901
*Toll-free for emergencies outside of our regular business hours:
 8 a.m. to 5 p.m. Monday - Friday*

Peel-off label above for your rolodex card.

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For persons with disabilities, this document
 is available on request in other formats.
 Please call 1-800-525-0127 (TDD Relay 1-800-833-6388)



Division of Drinking Water
 PO Box 47822
 Olympia, WA 98504-7822
www.doh.wa.gov/ehp/dw

DOH Pub #331-133

**Drinking Water After-Hours
Emergency Hotline**



Toll Free 1-877-481-4901

**Around-the-clock
troubleshooting for drinking
water emergencies**

